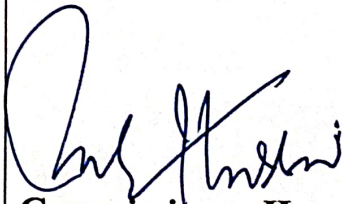
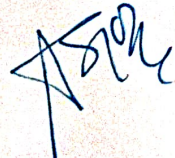


**KHYBER PAKHTUNKHWA RIGHT TO PUBLIC SERVICES
COMMISSION**

Case No. 398

Mr. Muzafar Khan Vs Police Department

Date of Institution: 04/12/2024

S.No	Date of Order	Order/Proceedings
1.	18-12-2024	<p>The matter pertains to the complaint lodged by Mr. Muzafar Khan regarding the non-registration of FIR. The complainant was heard online through the DMO Office, Malakand. It is noted that the registration of an FIR is a notified public service under the Right to Public Services (RTPS) Statute 2014 and is required to be carried out promptly as per statutory obligations.</p> <p>During the proceedings, the complainant stated that despite multiple attempts, his request for the registration of an FIR has not been addressed. Furthermore, he has approached the Deputy Commissioner/ Commandment Malakand for redressal of his grievance, but the matter remains unresolved. The complainant has expressed serious concern over the delay, emphasizing the urgency of the case.</p> <p>The RTPS Statute 2014 mandates the provision of notified public services, including the registration of an FIR, within a specific timeframe to ensure accountability and transparency in public service delivery. Any delay or denial in this regard undermines the very purpose of the statute. Public officials are duty-bound to ensure compliance with these provisions and act promptly to redress grievance.</p> <p>In view of the foregoing, the Commission directs the Deputy Commissioner/ Commandment Malakand to Expedite the inquiry into the matter and ensure that the case is disposed of on merit within due time, and Ensure that the complainant's grievance is addressed promptly, and the FIR, if found to be valid, is registered without further delay and take appropriate measures to prevent recurrence of such delays in the future.</p> <p>The Commission emphasizes the importance of ensuring timely and effective redressal of grievances under the RTPS framework. Public officials are reminded of their responsibility to uphold the principles of accountability, and efficiency in service delivery. and the case has disposed of accordingly due to already being under consideration with the DC/ Commandment Malakand.</p> <div> Commissioner-II</div> <div> Commissioner-I</div>